

PCC PARTSTORE CUSTOMER TIPS - SAN MARTIN STORE

REQUEST BY DATE - WHEN DO YOU NEED THE PARTS?

Equipment: _____

Serial Number: _____

Requested By Date: * _____

Please reference Shipping Options and Instructions when making Request By Date selection.

CONTACT DEALER

CONTACT DEALER

When you see the CONTACT DEALER message appear in the or Partstore_Customer_Support@petersoncat.com in the Parts Availability screen, please click on the link to find out important information regarding this part. For better service, we suggest removing the part using the Trash Icon to avoid your order being delayed.

Reasons for the Contact Dealer message are; No availability, Indirect Replacement, Discontinued, Part number not set up in DBS.

Please note: Parts on CAT BACK ORDER or sourced OVERSEAS may not make need by date.

PART MISSING PRICE?

Remove part from order with the Trash Can icon and contact the front counter for more information.

STILL NEED HELP?

Joe Junta - eCustomer Rep (510) 406-1273
jjunta@petersoncat.com

Erika Faieta - eCustomer Support Manager (510) 677-0397
elfaieta@petersoncat.com

For faster service please leave as detailed a message as possible. If sending an email, please include screen shots. Thank you!

DROP BOX FEATURE NOW AVAILABLE

Do you frequently use our Drop Box or Will Call service? Tired of filling out the Ship To field for Drop Box and Will Call pick up? The Drop Box feature is now available in Parts.Cat.Com and PartStore. With a click on a drop down menu, let the system populate the fields for you. Please contact Joe Junta or Erika Faieta for more information.

UPS CUT OFFS

By request we have included the UPS Cut Offs for the Cat Depots. Cut Off times are subject to change.

CAT DEPOT UPS CUT OFFS

DEPOT	1 DAY	2 DAY	3 DAY
SPK	2:00pm	4:00pm	4:00pm
DEN	2:00pm	2:00pm	2:00pm
DEL	2:30pm	10:45pm	10:45pm
MOR	3:00pm	11:00am	11:00am
YRK	12:30pm	12:30pm	12:30pm
ATD	2:00pm	12:30pm	12:30pm
WAC	2:00pm	2:00pm	1:30pm
CLA	1:30pm	12:30pm	12:30pm
MIA	12:30pm	12:30pm	12:30pm
STP	3:00pm	3:00pm	3:30pm

DROP BOX SHIP TO FIELDS

To help us provide better service, please use the following format in your Ship Order Fields. Please use the correct city and zip code for tax reasons. * See Drop List for city / zip information. *

SHIP ORDER INFORMATION

DEFAULT

☐ Delivery Preference: * ☐ Pick Up Order ☒ Ship Order

Name * SYCAMORE DROP

Address 1 * MY EQUIPMENT COMPANY

Address 2 * ATTN JOHN DOE

City * SAN MARTIN

State/Province * CA-California

Zip Code/Postal Code * 95040

Country * United States of America

Attention

☐ Shipping Options * See Instruction

☐ Shipping Instructions * 1B 1 Day Service

☐ Special Instructions * PARTS PART SAN LEANDRO UPS RED OR EQUAL SERVICE

THANK YOU

NOTE: ADD +1 DAY FOR DELIVERY TO DROPS FOR PARTS SOURCED TO PETERSON NETWORK, CAT CAL, AND UPS SHIPMENTS.

Need by Date = *NEXT DAY*

Option = DROP BOX

Instruction = IB 1 DAY SERVICE*

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will EMERGENCY ORDER to CAT.
- Parts sourced to Peterson Network will be available at the drop next day.
- **Parts past SAN LEANDRO will be sourced using UPS RED or EQUAL SERVICE. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB 1 Day Service
Special Instructions	PARTS PAST SAN LEANDRO UPS RED OR EQUAL SERVICE
	THANK YOU

Need by Date = *2 BUSINESS DAYS (RUSH)*

Option = SEE INSTRUCTION

Instruction = IB 2 DAY SERVICE *

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will EMERGENCY ORDER to CAT CAL.
- **Parts past CAT CAL will be sourced using UPS BLUE or EQUAL SERVICE. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB 2 Day Service
Special Instructions	PARTS PAST CAT CAL UPS BLUE OR EQUAL
	THANK YOU

Need by Date = *3 BUSINESS DAYS (RUSH)*

Option = SEE INSTRUCTION

Instruction = IB 3 DAY SERVICE*

- Parts will be STOCK ORDERED from CAT CAL.
- Parts not sourced to CAT CAL will search Peterson Network.
- **Parts beyond CAT CAL will be sourced using UPS Orange or Equal Service. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB 3 Day Service
Special Instructions	PARTS PAST CAT CAL / PETERSON UPS ORANGE OR
	EQUAL SERVICE. THANK YOU

Need By Date = *4 - 5 BUSINESS DAYS (RUSH)*

Option = SEE INSTRUCTION

Instruction = IB SURFACE GROUND *

- Parts will source to Peterson Network.
- Parts not in Peterson Network will STOCK ORDER to CAT CAL.
- **Parts beyond CAT CAL will be sourced using UPS Ground or Equal Service. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB Surface Ground
Special Instructions	PARTS PAST CAT CAL / PETERSON UPS GROUND OR
	EQUAL SERVICE. THANK YOU

Need by Date = *6 - 30 DAYS OR GREATER (NO RUSH)*

Option = SEE INSTRUCTION

Instruction = IB STOCK ORDER FROM CAT*

- Parts will source to Peterson Network. Parts not available in Peterson network will be STOCK ORDERED to CAT CAL. Parts that cannot be sourced to CAT CAL will be STOCK ORDERED to other CAT depots in the USA if parts are available.
- ****Peterson reserves the right to EMERGENCY ** order unsourced back order parts to expedite order.**
- Delivery dates will vary by CAT depot sourced.
- **LTL or equal service may be applied to back orders. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB Stock Order From CAT
Special Instructions	Stock order all parts from CAT
	Cat back orders please email esd to
	johnndoe@myequipment.com

HOW TO USE DATE / OPTION / INSTRUCTION / SPECIAL NOTES - WILL CALL SAN MARTIN STORE

- Please use the following format in the Ship To field.
- Please use the correct city and zip code for tax reasons.
 - * See Drop List for city / zip information. *

SHIP ORDER INFORMATION	
DEFAULT	
<input type="checkbox"/> Delivery Preference*	<input type="radio"/> Pick Up Order <input checked="" type="radio"/> Ship Order
Name*	SAN MARTIN WILL CALL
Address 1*	MY EQUIPMENT COMPANY
Address 2	ATTN JOHN DOE 555-555-5555
City*	SAN MARTIN
State/Province*	CA-California
Zip Code/Postal Code*	95048
Country*	United States of America
Attention	
<input type="checkbox"/> Shipping Options*	See Instruction
<input type="checkbox"/> Shipping Instructions*	WILL CALL TODAY
<input type="checkbox"/> Special Instructions	PARTS PAST SAN LEANDRO UPS RED OR EQUAL
	THANK YOU

Need by Date = ***SAME DAY***

Option = **SEE INSTRUCTION**

Instruction = **WILL CALL TODAY***

- Parts must be "In Store" San Martin for same day Will Call Orders.
- Parts not in San Martin's inventory will default to IB 1 DAY SERVICE instructions.*

Shipping Options*	See Instruction
Shipping Instructions*	WILL CALL TODAY
Special Instructions	PARTS PAST SAN LEANDRO UPS RED OR EQUAL
	THANK YOU

Need by Date = ***NEXT BUSINESS DAY***

Option = **SEE INSTRUCTION**

Instruction = **IB 1 DAY SERVICE***

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will EMERGENCY ORDER to CAT.
- Parts sourced to Peterson Network will be available at 8 am for pick up.
- **Parts past SAN LEANDRO will be sourced using UPS RED or EQUAL SERVICE.**

Shipping Options*	See Instruction
Shipping Instructions*	IB 1 Day Service
Special Instructions	PARTS PAST SAN LEANDRO UPS RED OR EQUAL
	THANK YOU

Need by Date = ***2 BUSINESS DAYS (RUSH)***

Option = **SEE INSTRUCTION**

Instruction = **IB 2 DAY SERVICE ***

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will EMERGENCY ORDER to CAT CAL.
- **Parts past CAT CAL will be sourced using UPS BLUE or EQUAL SERVICE. Freight charges may apply.**

Shipping Options*	See Instruction
Shipping Instructions*	IB 2 Day Service
Special Instructions	PARTS PAST CAT CAL / PETERSON UPS BLUE OR
	EQUAL SERVICE
	THANK YOU

Need by Date = ***3 BUSINESS DAYS (RUSH)***

Option = **SEE INSTRUCTION**

Instruction = **IB 3 DAY SERVICE***

- Parts will be STOCK ORDERED from CAT CAL.
- Parts not sourced to CAT CAL will search Peterson Network.
- **Parts beyond CAT CAL will be sourced using UPS Orange or Equal Service. Freight charges may apply.**

Shipping Options*	See Instruction
Shipping Instructions*	IB 3 Day Service
Special Instructions	PARTS PAST CAT CAL / PETERSON UPS ORANGE OR
	EQUAL SERVICE
	THANK YOU

Need By Date = ***4 - 5 BUSINESS DAYS (RUSH)***

Option = **SEE INSTRUCTION**

Instruction = **IB SURFACE GROUND**

- Parts will source to Peterson Network.
- Parts not in Peterson Network will STOCK ORDER to CAT CAL.
- **Parts beyond CAT CAL will be sourced using UPS Ground or Equal Service. Freight charges may apply.**

Shipping Options*	See Instruction
Shipping Instructions*	IB Surface Ground
Special Instructions	PARTS PAST CAT CAL / PETERSON UPS GROUND OR
	EQUAL SERVICE
	THANK YOU

Need by Date = ***6 - 30 DAYS OR GREATER (NO RUSH)***

Option = **SEE INSTRUCTION**

Instruction = **IB STOCK ORDER FROM CAT***

- Parts will source to Peterson Network. Parts not available in Peterson network will be STOCK ORDERED to CAT CAL. Parts that cannot be sourced to CAT CAL will be STOCK ORDERED to other CAT depots in the USA if parts are available.
- ****Peterson reserves the right to EMERGENCY ** order unsourced back order parts to expedite order.**
- Delivery dates will vary by CAT depot sourced.
- **LTL or equal service may be applied to back orders. Freight charges may apply.**

Shipping Options*	See Instruction
Shipping Instructions*	IB Stock Order From CAT
Special Instructions	Stock order all parts from CAT
	Cat back order please email esd to
	john.doe@myequipment.com
	Please call when parts are ready for pick up

INSIDE WILL CALL INFO	CITY	ZIP
SAN LEANDRO WILL CALL	SAN LEANDRO	94577
POWER WILL CALL	SAN LEANDRO	94577
CHICO WILL CALL	CHICO	95928
REDDING WILL CALL	REDDING	96003
FORTUNA WILL CALL	FORTUNA	95540
WILLITS WILL CALL	WILLITS	95490
SANTA ROSA WILL CALL	SANTA ROSA	95403
SAN MARTIN WILL CALL	SAN MARTIN	95046
WILLOWS WILL CALL	WILLOWS	95988

DROP BOX INFO	CITY	ZIP
ADIN DROP	ADIN	96006
ALTURAS DROP	ALTURAS	96101
ANTIOCH DROP	ANTIOCH	94509
ARCATA DROP	ARCATA	95521
BIEBER DROP	BIEBER	96009
BRENTWOOD DROP	BRENTWOOD	94513
BURNEY DROP	BURNEY	96013
SHASTA GREEN DROP	BURNEY	96013
CRISTICH DROP	CAMPBELL	95008
ORLAND DROP	CHICO	95928
CLOVERDALE DROP	CLOVERDALE	95425
CORNING DROP	CORNING	96021
CRESCENT CITY DROP	CRESCENT CITY	96021
HUMBODLT DROP	EUREKA	95501
CORDELIA DROP	FAIRFIELD	94534
EEL RIVER DROP	FORTUNA	95540
GEYSERVILLE DROP	GEYSERVILLE	95441
OX MOUNTAIN DROP	HALF MOON BAY	94019
DRY CREEK DROP	HEALDSBURG	95448
LIVERMORE DROP	LIVERMORE	94550
LOWER LAKE DROP	LOWER LAKE	95457
MARTINEZ DROP	MARTINEZ	94553
BARTEL DROP	MCCLOUD	96057
MCCLOUD DROP	MCCLOUD	96057
MOUNTAIN VIEW DROP	MOUNTAIN VIEW	94040
ALTUNA MINE DROP	MT SHASTA	96067
MT SHASTA DROP	MT SHASTA	96067
ORUGA DROP	NAPA	94558
IGNACIO DROP	NOVATO	94945
OROVILLE DROP	OROVILLE	95965
PETALUMA DROP	PETALUMA	94952
PLEASANTON DROP	PLEASANTON	94566
RED BLUFF DROP	RED BLUFF	96080
BUCKEYE DROP	REDDING	96003
GARBERVILLE DROP	REDWAY	95560
RICHMOND DROP	RICHMOND	94801
GUADALUPE DROP	SAN JOSE	95103
SAN JOSE DROP	SAN JOSE	95102
SNELL DROP	SAN JOSE	95101
MARINA DROP	SAN LEANDRO	94577
SYCAMORE DROP	SAN MARTIN	95046
SAN RAFAEL DROP	SAN RAFAEL	94901
SANTA CRUZ DROP	SANTA CRUZ	95010
PARKWAY DROP	SANTA ROSA	95403
ROHNERT PART DROP	SANTA ROSA	95407
SOUTH CITY DROP	SOUTH SAN FRANCISCO	94080
ST HELENA DROP	ST HELENA	94574
UKIAH DROP	UKIAH DROP	95482
WATSONVILLE GRANITE DROP	WATSONVILLE	95077
WATSONVILLE JUDD DROP	WATSONVILLE	95076
WEAVERVILLE DROP	WEAVERVILLE	96093
WEED DROP	WEED	96094
MENDOCINO DROP	WILLITS	94590
BIGFOOT DROP	WILLOW CREEK	95573
ARTOIS DROP	WILLOWS	95988
YREKA DROP	YREKA	96097